

Michigan Peer Warmline

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Peer Services and Supports



What is a warmline?

A peer run warmline is a phone number or electronic means that people can use to access peer support. Through a warmline, individuals can communicate with somebody who has a lived experience of behavioral health issues, trauma, and/or personal crises.

Warmlines are an alternative to traditional psychiatric crisis hotlines and alleviates the burden on crisis responders such as crisis hotlines by offering a solution for non-crisis callers. Across the nation, warmlines are operated by trained peer specialists who can offer hope and knowledge gained from their personal experience of recovery.



National list of State Warmlines

<https://warmline.org>

Michigan Peer Warmline

- Fully operational on April 13, 2020
- Funded by the Substance Abuse and Mental Health Services Administration (SAMHSA) adult mental health block grant funding
- Collaborative partners: Justice in Mental Health Organization (JIMHO), University of Michigan, and Michigan Department of Health and Human Services
- Staffed by Certified Peer Support Specialists and/or Certified Peer Recovery Coaches
- Available for anyone who resides in Michigan

Michigan Peer Warmline (continued)

- MDHHS initially contracted with Justice in Mental Health Organization for staffing and operations.
- In May of 2021, the warmline was transitioned to Common Ground who was awarded the contract for the Michigan Crisis and Access Line (MiCAL)
- Staffing includes 25 peer warmline specialists, four peer supervisors, and one peer Manager
- Member of the National Warmline Workgroup
- Fully integrated in the operations of the Michigan Crisis and Access line



The MiCAL Story

Through the 2018 Community Access, Resources, Education and Safety (C.A.R.E.S.) Task Force, Michigan Legislators heard that many individuals were confused by the current behavioral health system and didn't know where to get help in a crisis. MiCAL became law (PA 12 of 2020) to meet this need. It is funded by both state and federal dollars.

In 2020 the Michigan Department of Health and Human Services (MDHHS), spent many hours working with people with lived experience, Law Enforcement, Community Mental Health Services Programs, Emergency Departments and others to develop MiCAL.

MiCAL provides immediate intervention for those in distress or crisis

- Is available 24/7
- Provides crisis support & risk level assessments
- Provides care coordination, referrals and follow-ups



What is the difference?

The Michigan Warmline provides early intervention with emotional support that can prevent a crisis

- Is available 10am-2am, 7 days a week
- Always anonymous
- Staffed by certified peers and/or recovery coaches

Michigan Warmline

A centralized state-wide warmline that provides early intervention with emotional support that can prevent a crisis, a costly 911 call, and/or a costly Emergency Room visit.

Provides anonymous support

Is available 10am – 2am, 7 days a week

Connects people with certified peer support specialists/recovery coaches who have lived experiences of behavioral health issues, trauma or personal crisis



Who Calls the Warmline?

Who do we serve?

- People from all walks of life:
 - People with insurance
 - People without insurance
 - Adults (18+ years old)
 - Elderly, etc.

Where are they in the continuum of care?

- They may be first time callers experiencing anxiety, depression, suicidal ideation, etc.
- They may be the recipients of mental health/substance use Services in the private or public sector
- They may just want someone to listen.

What do they seek?

- Emotional Support due to chronic mental health, substance use, physical health, issues, etc.
- Emotional Support due to first time experiencing mental health substance use issues
- Emotional Support to navigate the system

Peer Warmline Competencies



MDHHS Certified Peer Support Specialist with no less than one-year paid experience as a CPSS

Be grounded in their recovery and able to utilize their own recovery experiences to support others in their journey

Be adaptable to regular changes with the evolution of the program

Attend Warmline Orientation Training to be proficient in Warmline Core Values and Competencies, Ethics in Practice, 20-Minute Call Times, Trauma Informed Care, and Effective Self-Disclosure

Follow the MDHHS CPSS Code of Ethics

Understand phone functionality and navigation

Communicate with the shift supervisor regularly in order to receive or provide support

Utilize de-escalation techniques and strength-based approaches to support individuals served

Maintain a high level of confidentiality while performing all duties

Core Principles That Guide Our Work:

- Do the most good: We do the right thing. We use our abilities and skills solely for the Recovery and well-being of the individuals calling the Warmline.
- Do no harm: We develop and provide a safe and secure atmosphere/environment.
- We focus on the individual: We respect and encourage the individual's right to choose their own path in life regardless of our personal feelings about that path.
- Be Fair and Just: We do not discriminate or stigmatize people we serve.
- Tell the Truth: We do not make false promises we cannot keep.
- Privacy and Confidentiality: We respect the individual's right to control information about themselves. We do not share information about individuals with other agencies, programs, family or friends without consent.
- We aim to provide acceptance, genuineness, and empathy.



STRENGTHS-FOCUSED

See what is **STRONG**, not what is **wrong**

Encourage callers to identify their strengths, use them, and build on them

Use effective disclosure to role model the use of our own strengths

Encourage callers to explore the dreams and goals that are meaningful to them

Point out how strengths are a foundation of recovery

Empower callers to problem solve and resolve conflicts



Why 20 minutes?

- Brief, empowering source of support
- Connect to resources and communities
- Peer support vs. therapy
- National Best Practice
- Policy



W.A.I.T.

WHY AM I TALKING?



When you listen with complete attention to the caller, you are saying, “YOU ARE IMPORTANT!”

CONTACT US!!!

If you or someone you know is in need of a listening ear, give us a call!

Michigan Peer Warmline

- 1-888-PEER-7533 (1-888-733-7753)
- 10am – 2am, 7 days a week